

9-1-1 and Your Wireless Phone

Call 9-1-1 whenever you need emergency help from police, fire or emergency medical personnel. Identify yourself as a wireless caller. Be ready to provide your wireless phone number and the exact location where help is needed. Wireless 9-1-1 calls do not automatically provide your location. 9-1-1 needs to know where the emergency is before help can be sent.

Your wireless phone may be pre-programmed to dial 9-1-1 with one button. You could accidentally call 9-1-1 and not even know it just by sitting on your phone, carrying your phone in your purse or briefcase, etc. Handle your phone carefully to prevent the automatic misdialing of 9-1-1.

9-1-1 Calls from Your Auto

When you dial 9-1-1 from your vehicle, identify yourself as a wireless caller and provide your wireless phone number and the exact location where help is needed. Be sure to convey:

- The nature of the emergency.
- The exact location, including cross streets, mileposts or landmarks. Remember, we do not know where you are. You must be able to provide the location of the emergency before help can be sent.
- Your name and the wireless phone number, including the area code.
- If your 9-1-1 call is disconnected, call 9-1-1 again.

9-1-1 in the Wilderness

Wireless phone service may not be available in the wilderness. If service is available, your 9-1-1 call for help will be picked up by the nearest cellular tower in the most direct line of sight to your location. It could be answered at a county 9-1-1 Center, by the State Patrol, or even by the Canadian authorities. Since these call answering centers are all located outside the boundaries of the calling area, they would have no way of knowing from where you are calling unless you tell them. Be prepared to provide your location and know how to increase your signal strength, to include: pointing your antenna up; finding a clearing; gaining elevation; and turning your body – you may be obstructing the signal.

Remember, help may be several hours away or longer. Use 9-1-1 only in case of an actual emergency. When your call is answered, be sure to tell them:

- Your location, including the trailhead and nearest city, destination or waypoints.



- Your name and the wireless phone number, including the area code.
- If your 9-1-1 call is disconnected, call 9-1-1 again.

Boating and 9-1-1 Wireless Calls

Wireless phone service may not be available on all waters. If service is

available, your 9-1-1 call for assistance will be picked up by the nearest cellular tower in the most direct line of sight to your location. The 9-1-1 Center receiving your call has no way of knowing from where you are calling unless you tell them. Be prepared to provide your location. Use 9-1-1 only in an actual emergency.

Wireless phones may be used to call 9-1-1 during a boating emergency. A wireless phone is an excellent backup communications' device. However, a wireless phone is not a substitute for a VHF-FM marine radio. A marine radio has several distinct advantages over a wireless phone. With the relative low cost and compact size of a marine radio, any boater on any size craft (including canoes and kayaks) should carry a radio.

When using a wireless phone to call 9-1-1, be sure you know how your wireless phone works and how to increase the phone's signal strength. Point antenna up; turn your body—you may be obstructing signal; find a clearing. Move from behind a mountain or island. Get on the boat's highest point.

When your call is answered, provide the call taker with the following information:

- Your name and your wireless phone number, including the area code.
- From where you are calling: on a boat, island, or shore.
- The emergency situation.
- Condition of vessel/name of vessel.
- Number of people on board.
- Condition/health/ages of people on board.
- How long you can stay afloat, if sinking.
- Your location or last known location.
- Time and point of departure from dock.
- Your destination.
- Weather condition.
- Identify the survival equipment available.
- If your 9-1-1 call is disconnected, call 9-1-1 again.